



THE PARK LANE GROUP COMPLAINTS PROCEDURE

DECEMBER 2018



Complaints Procedure

If we are giving great service, then we want you to tell everyone, if we aren't, then tell us! The purpose of our complaints procedure is to deal quickly, effectively and efficiently with your dissatisfaction and where possible, turn a potentially negative situation into a very positive one, through our care and attention.

The Park Lane Group is committed to the highest standards of service and compliance. We are an accredited housebuilder and are affiliated to or hold membership to the following trade bodies and organisations:

- **NHBC & LABC** Warranty homes – our new homes are covered by the 10-yr NHBC warranty or LABC warranty for peace of mind
- **Considerate Constructors** – our developments are registered with the CCS and regularly inspected to ensure they meet a Code of Considerate Practice
- **Property Redress Scheme** – we are members of the PRS, a Government-authorized consumer redress scheme
- **National Landlords Association** – we are accredited with the NLA, so you can be confident we adhere to a strict industry Code of Conduct when it comes to letting homes

DEALING WITH THE COMPLAINT

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience. Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at mail@parklanegroup.net.

COMPLAINTS PROCESS

Step 1: Please write to the Managing Director with the details of your complaint setting out clearly your reasons for raising it together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

Step 2: The Managing Director will acknowledge your complaint in writing (letter or email) within 5 working days of receiving it.

Step 3: The Managing Director will review your complaint and provide you with a formal written outcome of their investigation within 20 working days of receiving the complaint.

Step 4: Should you not be satisfied with the Managing Director's response you may write to the Chief Executive, who will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to you within 20 working days of the matter being escalated to the CE.

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Step 5: Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Property Redress Scheme whose details are below. Please note that you must refer your formal complaint to the Property Redress Scheme within 12 months of the incident relating to the complaint for the PRS to consider it.

By Phone 0333 321 9418
By Email info@theprs.co.uk
Online www.theprs.co.uk